

# **MARKET RESEARCH ANALYSIS FOR MAINTENANCE OF OIL/WATER SEPARATORS, GREASE TRAPS, AND SEPTIC TANKS**

(NOTE TO THE WRITER: THIS MARKET RESEARCH ANALYSIS IS BASED ON A SURVEY OF COMMERCIAL SECTOR BUSINESS PRACTICES. IT COMPARES THE GOVERNMENT REQUIREMENT FOR SERVICES TO THE COMMERCIAL MARKET TO DETERMINE HOW THESE SERVICES ARE CONTRACTED. **THIS IS A GENERIC DOCUMENT WHICH MUST BE TAILORED TO THE UNIQUE REQUIREMENTS AT EACH INSTALLATION.** THE PURPOSE OF THIS DOCUMENT IS TO DEMONSTRATE TO THE CONTRACTING OFFICE THAT THIS SERVICE CAN BE OBTAINED IN THE COMMERCIAL MARKET AND TO SET FORTH THE STANDARD FOR THE SERVICE IF A STANDARD EXISTS. THIS DOCUMENT INDICATES THAT THE SERVICE IS COMMERCIALY AVAILABLE AND WILL ALLOW CONTRACTING TO USE FAR PART 12 FOR COMMERCIAL ACQUISITIONS.)

**Insert Your AFB  
And Date**

**MARKET RESEARCH  
FOR  
MAINTENANCE OF OIL/WATER SEPARATORS,  
GREASE TRAPS, AND SEPTIC TANKS**

**1. OBJECTIVE.** The objective of this market research is to determine if maintenance of oil/water separators, grease traps, and septic tanks services are customarily available in the commercial market and to determine the most suitable method for acquiring maintenance of oil/water separators, grease traps, and septic tanks. If commercial services are not customarily available to meet the stated requirement it will be determined if the commercial services can be modified to meet the requirement or if the requirement has to be modified to meet the commercial standard. Finally, the results of this research will determine commercial practices for the method of contracting, types of contracts, performance standards, and the methods of inspection.

**2. REQUIREMENT.** Contractor is required to have appropriate state level certification in the transportation of liquid waste products. Interested contractors may bid on all or any of the required services:

- Provide service to oil/water separators
- Provide service to grease traps
- Provide service to septic tanks
- Provide on-call service to oil/water separators, grease traps, and septic tanks. On-call service calls are priced separately.

**3. PARTICIPANTS.** HQ AFCEA/CEOC, 139 Barnes Drive, Suite 1, Tyndall AFB, FL 32403-5319.

**4. SOURCES CONTACTED.** Organizations listed at attachment 1 were contacted during the market research.

**4.1. OTHER SOURCES.** Sources to provide maintenance of oil/water separators, grease traps, and septic tanks include previous contractors and professional organizations, such as the Florida Septic Tank Association or comparable state level agency. The regional office of the Small Business Administration will provide names of qualified small businesses. Potential contractors are listed in the yellow pages, “The Thomas Register”, the worldwide web, and “The Electronic Bluebook for Building and Construction”. See attachment 1 for search instructions.

**5. FINDINGS.** The commercial market was surveyed for commercial standards, practices and procedures. Several companies were contacted and three in the local area were visited to gain their experience in developing the statement of work.

**5.1. GENERAL.** Federal, state and local directives prescribe specific procedures for maintenance of oil/water separators, grease traps, and septic tanks.

**5.2. STANDARDS.** The private sector's quality and frequency standards are prescribed in documents published by Code of Federal Regulations (specifically Title 40 CFR, Parts 104-149). There is more emphasis on quality than frequency, but some tasks such as annual surveys and periodic checks are frequency based. The absence of pollution spills is the primary criteria for quality performance of contract.

**5.3. PERFORMANCE REQUIREMENT:** The following list of federal regulations pertaining to liquid wastes is not all-inclusive:

- Resource Conservation and Recovery Act (as amended by the Hazardous and Solid Waste amendments of 1984), subtitle C, "Hazardous Waste Management."
- Oil Pollution Act of 1990, Section 1001.
- The Clean Water Act, Title 3, "Standards and Enforcement", and Title 4, "Permits and Licenses".
- Title 40 CFR 260-282, "Hazardous Waste"
- Title 40 CFR Parts 104-149 "Water Programs".
- Title 40 CFR Part 110, "Discharge of Oil".
- Title 40 CFR Part 112, "Oil Pollution Prevention".
- Title 40 CFR Part 401-471, "Effluent Guidelines and Standards".
- Title 40 CFR Subpart F, "Releases from Solid Waste Management Units".

**5.4. SPECIFICATIONS AND DESCRIPTION OF WORK.** The private sector's work procedures are in accordance with federal and state regulations and generally are performance oriented. Frequency requirements are in areas such as the periodic surveys, spill reports and annual survey. The complete contractual document comprises about 2-3 pages. Many commercial firms providing these services operate on a work order basis with monthly bills based on services provided.

**5.4.1. Quality Control.** A formal Quality Control Program was not a contract requirement in the commercial sector; however, most contractors performing the service had their own internal quality control program.

**5.5. METHODS OF CONTRACTING.** Commercial firms rely on the service contractor to prepare the contract document. Best value method of awarding a contract or purchase order is used more frequently than award to lowest priced service contractor.

**5.5.1. Price Factors.** Contractor will establish a price based on volume of liquid waste to be transported, frequency of pumping from oil/water separators, grease traps and septic tanks and distance to approved dumpsite.

**5.6. METHOD OF SURVEILLANCE.** The primary method used by the private sector is dependence upon the contractor's supervisory personnel to inspect the work. Inspection by customer is usually accomplished at the completion of the service when the customer signs the

service charge ticket. One restaurant we visited checks the grease trap before releasing the pumper truck. Customer inspection is not practical with septic tanks.

**5.7. REMEDIES FOR NONCONFORMING SERVICES.** Private sector firms typically require re-performance to resolve unacceptable performance. Facility managers submit their complaints to the contractor's representative. Typical contract provisions allow either party to terminate or cancel the contract with proper notice, usually 30 to 90 days.

## **6. CONCLUSIONS.**

**6.1.** Commercial standards are available in the commercial market to perform maintenance of oil/water separators, septic tanks and grease traps. Work orders and contract forms used by private industry to provide these services are similar to the contract formats used by the Air Force to obtain these services but are more performance based than typical Air Force contracts.

**6.2.** The most powerful weapon the private sector has for ensuring acceptable performance is its ability to cancel or terminate the contract for any reason upon proper notification. Knowing they can lose the contract for any reason, especially continual failure to meet requirements, service contractors are generally very receptive to the requiring activity's suggestions or concerns.

**7. RECOMMENDATIONS.** Based on the above findings and analysis, the maintenance of oil/water separators, grease traps, and septic tanks is a common practice and the requirement should be a FAR Part 12 acquisition. The following concepts for the Air Force are recommended:

**7.1.** Use a simple work statement to identify the required needs and standards. The work statement should be no longer than 2-3 pages. A Statement of Need has been developed to provide a generic document.

**7.2.** Use procedures that will:

- require contractors to submit technical proposals that provide the details of how they will meet the required needs or outcome.
- review past performance.
- review financial standing of the offerors.
- permit award to other than low bidder.
- permit re-performance to correct unacceptable performance.
- use a termination clause that will permit termination of the contract within a given period upon written notification by either party.

**7.3. BUNDLING.** Commercial firms contacted during this market research revealed different opinions on bundling services to oil/water separators, grease traps, and septic tanks. Smaller firms may not provide all three services. Pumper trucks used for oil/water separators are of a different configuration and much larger than trucks used for septic tanks and grease traps. Installations that do require all three services may choose to separate the requirements into individual statements of need.

## **ATTACHMENT 1 POINTS OF CONTACT DURING THE MARKET**

### **OIL/WATER SEPARATORS AND SEPTIC TANKS**

The Thomas Register, [www.thomasregister.com](http://www.thomasregister.com). Use the search word “separators, oil from water”

The Electronic Blue Book for Building and Construction, [www.thebluebook.com](http://www.thebluebook.com), use the search word “vacuum waste”.

The worldwide web, use the find word “oil/water”, [www.oilwater.com](http://www.oilwater.com)

U.S. Environmental Protection Agency, [www.epa.gov](http://www.epa.gov)

The telephone yellow pages, search under the topic categories, “septic tanks & sewer systems – cleaning”, “oil spills”, or “environmental – ecological services”.

### **GREASE TRAPS**

The telephone yellow pages, use the search words “grease traps”.

The worldwide Web, [www.greasetrap.com](http://www.greasetrap.com).

The Thomas Register, [www.thomasregister.com](http://www.thomasregister.com), use the search words “grease traps”

The Electronic Blue Book for Building and Construction, [www.thebluebook.com](http://www.thebluebook.com), use the search word “grease traps”.

### **COMPANIES AND AGENCIES**

Florida Septic & Sewer Services, Inc.  
160 Industrial Park Road  
Linda Buckingham  
Destin, FL 32541  
850-581-0098, Fax 850-654-4791

Florida Septic Tank Association  
May be renamed Florida On-Site Wastewater Association  
Bob Lynch  
High Springs, FL  
904-454-4030

Florida Department of Health, 850-488-4070  
Office of Contractors Registration, Dale Holcomb  
On-site Wastewater Regulations, Edward Barranco

Alabama On-Site Wastewater Association  
Bobby or Steve Meeks  
Bessemer, AL 205-425-8303

Georgia On-Site Wastewater Association  
William Banks  
770-889-2708  
Cummins, GA

National On-Site Wastewater Association  
Chicago, 800-966-2942, Pam Franzen

National Association of Waste Transporters  
800-236-6298, Cindy Spencer

American Society for Testing Materials (ASTM), 100 Barr Harbor Dr., West Conshohocken PA  
19428, 610-832-9500, [www.astm.org](http://www.astm.org).

“Pumper Magazine”, Cole Publishing Co., 800-257-7222, journal of the liquid waste industry,  
[www.pumper.com](http://www.pumper.com), [www.cleaner.com](http://www.cleaner.com)., Bob Kendall

Pensacola Pollution Control  
Scott McCloud  
3355 Addison Dr  
Pensacola, FL  
800-642-7445

Southern Waste Systems  
Jim Weber  
1619 Moylan Road  
Panama City Beach, FL 32407  
850-235-1131, SIC 8744 environmental, SIC 45193 Utilities  
<mailto:jimjr@swsefr.com>, or [www.sws.efr.com](http://www.sws.efr.com),

Separators, Inc.  
Steve Darrah, 800-233-9022  
747 E. Sumner Road, [www.sepinc.com](http://www.sepinc.com)  
Indianapolis, IN 46227

Army Environmental Hotline, 800-872-3845, DSN 584-1699, Eleanor Boyle.

Resource Conservation and Recovery Act (RCRA) Hotline, 800-424-9346.

Clean Water Act (CWA) National Pollutant Discharge Elimination System (NPDES) Permit Review and Evaluation Hotline, 410-671-3554.

Russell Reid, 200 Smith Street, Keasbey, NJ 08832, 800-356-4468, fax 732-417-0367

Natural Solutions, Inc., 1034 Blvd St, Shreveport, LA 71104, 318-221-7613, fax 318-222-1927, Tommy Pappas and David Falkner, [www.thenatsol.com](http://www.thenatsol.com)

Mr. Myron Anderson, Wastewater Program Manager, Headquarters, Air Force Civil Engineer Support Agency, DSN 523-6345, 850-283-6345.

**STATEMENT OF WORK  
FOR  
MAINTENANCE OF OIL/WATER SEPARATORS,  
GREASE TRAPS, AND SEPTIC TANKS**

(NOTE TO THE WRITER: THIS STATEMENT OF WORK IS BASED ON COMMERCIAL MARKET PRACTICES AS DETERMINED BY THE MARKET RESEARCH CONDUCTED ON THIS REQUIREMENT. IT REFLECTS HOW THE COMMERCIAL SECTOR DOES BUSINESS. **YOU MUST TAILOR THE DOCUMENT FOR YOUR BASE BY INCLUDING YOUR UNIQUE REQUIREMENTS AND QUANTITIES FOR WORKLOAD ESTIMATES.** THE SURVEILLANCE METHODS REFLECTED IN THIS DOCUMENT MIRROR THE PRACTICES FOUND IN THE MARKET RESEARCH. IF YOU REQUIRE SPECIFIC SURVEILLANCE TECHNIQUES YOU SHOULD ADD THEM TO THE APPROPRIATE SECTION.)

**Insert Your AFB  
And Date**

**STATEMENT OF WORK  
FOR  
MAINTENANCE OF OIL/WATER SEPARATORS,  
GREASE TRAPS, AND SEPTIC TANKS**

(LIMIT THE ACQUISITION REFORM BARRIER OF RESTRICTIVE DEPARTMENT OF DEFENSE (DOD) DIRECTIVES OR AIR FORCE (AF) INSTRUCTIONS. INCLUDE ONLY DOD OR AF DOCUMENTS THAT ARE REQUIRED FOR ENVIRONMENTAL, SAFETY, OR SECURITY REASONS. WHEN THE GOVERNMENT UNIQUE INSTRUCTIONS OF A DOD OR AF DOCUMENT ARE DETERMINED ABSOLUTELY NECESSARY TO BE INCLUDED IN THE REQUIREMENT, REFERENCE ONLY THE SPECIFIC PARAGRAPHS OF THE DOCUMENT THAT PERTAIN.)

**1. BASIC SERVICES.** The contractor shall provide all management, tools, supplies, equipment and labor necessary to maintain oil/water separators, grease traps, and septic tanks located at (INSERT INSTALLATION NAME). Work shall comply with government and commercial standards. Interested contractors may bid on all or any of the services required. See attached map for location, size and frequency of cleaning of oil/water separators, grease traps and septic tanks. (INSTALLATION SHOULD PROVIDE A MAP AND INVENTORY TO AID POTENTIAL CONTRACTOR IN PREPARING PROPOSAL.)

**1.1. SPECIFICATIONS AND DESCRIPTION OF WORK.** (MODIFY AS APPROPRIATE WITH FEDERAL, STATE, AND LOCAL DIRECTIVES.)

The following list of federal regulations pertaining to liquid wastes is not all-inclusive.

- Resource Conservation and Recovery Act (as amended by the Hazardous and Solid Waste amendments of 1984), subtitle C, “Hazardous Waste Management.”
- Oil Pollution Act of 1990, Section 1001.
- The Clean Water Act, Title 3, “Standards and Enforcement”, and Title 4, “Permits and Licenses”.
- Title 40 CFR 260-282, “Hazardous Waste”
- Title 40 CFR Parts 104-149 “Water Programs”.
- Title 40 CFR Part 110, “Discharge of Oil”.
- Title 40 CFR Part 112, “Oil Pollution Prevention”.
- Title 40 CFR Part 401-471, “Effluent Guidelines and Standards”.
- Title 40 CFR Subpart F, “Releases from Solid Waste Management Units”.

**1.2. OIL/WATER SEPARATORS.** Prior to cleaning and pumping operations, the contractor shall perform appropriate tests of the contents (floating materials, liquid and sludge) to determine if the materials are hazardous waste. If such tests indicate a presence of hazardous materials in the separator, the servicing of the separator shall be terminated and the contractor shall contact the contracting officer, who will contact the installation environmental office. The environmental office shall be responsible for disposal of hazardous contents. If non-hazardous, the contractor shall proceed with the cleaning. Pump all oil, oil residue, and other waste from separators. Drain separator completely. Inspect all parts for problems. Wash and drain the separator and fill with

clear water as required for the unique configuration of the separator. Transport all materials from oil/water separators to an approved off-base oil recovery and storage facility.

**1.3. GREASE TRAPS.** Pump out all grease and residues from trap; remove waste build up from trap or pit walls and all associated equipment within the pit. Flush down with water and pump out remaining residue as required by the unique configuration of the grease trap. Residual or recharge water must be higher than lower inlets. Clear obstructions in inlet/outlet pipes to ensure unrestricted flow. Transport all materials from grease traps to an approved off-base storage facility.

**1.4. SEPTIC TANKS.** Empty all contents, close septic tank in accordance with requirements of state health department, and dispose of at an approved off-base dump facility.

**1.5. EMERGENCY SERVICE CALLS.** Normally, all work will be in accordance with the contractor's work schedule. Unexpected services may be required in the event of natural disasters or other unscheduled repairs to pipes or other infrastructure involving oil/water separators, grease traps, and septic tanks. In the event that servicing is required outside the contractor's schedule, the contractor shall begin the service within 12 hours after notification. On-call service shall be priced separately as negotiated in the contract.

**1.6. SAFETY AND HEALTH STANDARDS.** The contractor shall initiate and maintain programs to comply with the provisions of the Occupational Safety and Health Standards Act concerning entry requirements in confined spaces and handling potential hazardous substances.

## **2. SERVICE DELIVERY SUMMARY.**

<b>Performance Objective</b>	<b>SOW Para</b>	<b>Performance Threshold</b>
<b>Clean and Maintain Oil/Water Separators, Grease Traps, and Septic Tanks.</b> Initial check documented. Document all safety hazards on all separators, traps, and tanks during inspections. Remove and properly dispose of non-hazardous oil, grease, and sludge. Clean all systems and fill with clean water as required. Ensure septic tanks are in good working order.	1.1. - 1.4.	No more than 3 customer complaint per service month.
<b>Emergency Service Calls.</b> Service calls handled promptly and all work completed as specified.	1.5.	No deficiencies permitted.

**3. GOVERNMENT FURNISHED PROPERTY AND SERVICES.** (LIST GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT, ETC. OR INCLUDE IN APPENDIX C. THIS CAN INCLUDE VEHICLES, HEAVY EQUIPMENT, CONTAINERS, PLACARDS, LABELS, ACCUMULATION POINTS, ENVIRONMENTAL COMPLIANCE GUIDANCE, ETC.)

#### **4. GENERAL INFORMATION.**

**4.1. QUALITY CONTROL.** (OPTIONAL) Contractor shall develop and maintain a quality program to ensure maintenance and repair services are performed in accordance with the NFPA Standards 11 through 17 and 72 and the manufacturer's instructions. The contractor shall develop and implement procedures to identify and prevent defective services from reoccurring. As a minimum, the contractor shall develop quality control procedures that address the areas identified in paragraph 2, Service Delivery Summary. The government evaluator must have a specific quality control inspector to notify in case of customer complaints.

**4.2. QUALITY ASSURANCE.** The government will evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

**4.3. GOVERNMENT REMEDIES.** The contracting officer shall follow the requirements of FAR 52.212-4, Contract Terms and Conditions for Commercial Items (May 1997), for contractor's failure to correct nonconforming services.

**4.4. HOURS OF OPERATION.** (INSERT APPROPRIATE HOURS.)

**4.5. SECURITY REQUIREMENTS.** (INCLUDE INSTALLATION AND CONTRACT OR REQUIREMENT-SPECIFIC SECURITY REQUIREMENTS OF THE CONTRACTOR AND EMPLOYEES HERE. THIS WILL INCLUDE BASE PASS REQUIREMENTS, SECURITY CLEARANCE REQUIREMENTS, ETC. DO NOT DUPLICATE SECURITY CLAUSES OR SPECIAL PROVISIONS REQUIRED IN THE SOLICITATION AND CONTRACT BY THE FEDERAL ACQUISITION REGULATION (FAR) AND ITS SUPPLEMENTS. THE UNIT SECURITY MONITOR SHOULD INITIATE A DD FORM 254, DOD CONTRACT SECURITY CLASSIFICATION SPECIFICATION. REQUIREMENTS NOT COVERED IN THE DD FORM 254 OR THE SOLICITATION SHOULD BE INCLUDED HERE.)

**4.6. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER.** (IDENTIFY SERVICES DETERMINED TO BE ESSENTIAL FOR PERFORMANCE DURING CRISIS ACCORDING TO DODI 3020.37. SPECIFY HOURS OF OPERATION REQUIRED AND THE PROCEDURES TO NOTIFY THE CONTRACTOR.)

**4.7. SPECIAL QUALIFICATIONS.** Contractor personnel shall be certified by appropriate federal and state regulatory agencies to meet federal and local certification requirements in maintenance of oil/water separators, grease traps and septic tanks. (NOTE: INSERT ANY ADDITIONAL SPECIAL CERTIFICATIONS OR REQUIREMENTS FOR EMPLOYEES IF DEEMED NECESSARY.)

**4.8. PARTNERING AGREEMENT.** (OPTIONAL) The contracting officer may require a partnering agreement between the government and the contractor to ensure joint cooperation and a sound partnership of all parties involved in the execution of this contract. Partnering is the creation of a government-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in completing

the project and to establish and promote a nurturing partnership environment. Representatives from each organization are encouraged to participate in developing the partnering agreement. Suggested representation is the civil engineer manager, the government inspector, the government contract administrator, the contractor's manager and the contractor's quality control person. All costs for the partnership agreement should be shared equally between the government and contractor. This group is responsible for developing a formal partnering agreement that should be signed by all parties involved. The agreement should contain as a minimum: specific goals to be reached and a list of objectives to reach the goals, a set of metrics to evaluate the objectives, a frequency for meetings to review the metrics, and a statement of cooperation to execute the terms of the agreement. (NOTE: INSTALLATIONS MAY WANT TO REQUIRE AN INDEPENDENT MEDIATOR.)

## **5. APPENDICES.**

### **A. Estimated Workload Data**

### **B. Maps and/or Site Plans**

### **C. Government Furnished Property/Services/Equipment**

(NOTE: ADD ANY OTHER APPENDICES THAT MAY BE NEEDED.)

**APPENDIX A**

**ESTIMATED WORKLOAD DATA**

<b>ITEM</b>	<b>NAME</b>	<b>ESTIMATED QUANTITY</b>	
<b>1</b>	Clean and maintain oil/water separators	_____	gallons
<b>2</b>	Clean and maintain grease traps	_____	gallons
<b>3</b>	Clean and maintain septic tanks	_____	Gallon tanks
<b>4</b>	(LIST POTENTIAL HAZARDOUS MATERIAL TESTING AND POSSIBLE CALLS TO ENVIRONMENTAL)	_____	Each
<b>5</b>	Dispose of waste oil	_____	Dumps
<b>6</b>	Dispose of waste grease	_____	Dumps
<b>7</b>	Dispose of waste sludge	_____	Dumps
<b>8</b>	Excessive distance charges	_____	Miles

(NOTE: LIST INDIVIDUAL SYSTEMS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE.)

**APPENDIX B**  
**MAPS AND/OR SITE PLANS**

**SUGGESTED MAPS ARE:**

LOCATIONS OF OIL WATER SEPARATORS, GREASE TRAPS, AND SEPTIC TANKS

AUTHORIZED GATE ENTRY POINTS

BASE MAP OF ALL PERTINENT OFFICES

EMERGENCY SERVICES

(NOTE: ADD MAPS/PLANS AS CONSIDERED APPROPRIATE.)

## **APPENDIX C**

### **GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT**

POSSIBLE ITEMS ARE:

UTILITIES

POTABLE WATER

(NOTE: ADD DATA AS CONSIDERED APPROPRIATE.)

**QUALITY ASSURANCE SURVEILLANCE PLAN  
FOR  
MAINTENANCE OF OIL WATER SEPARATORS,  
GREASE TRAPS, AND SEPTIC TANKS**

**Insert Your AFB  
And Date**

**QUALITY ASSURANCE SURVEILLANCE PLAN  
FOR  
MAINTENANCE OF OIL WATER SEPARATORS,  
GREASE TRAPS, AND SEPTIC TANKS**

**INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the government desires to maintain a quality standard in operating, maintaining, and repairing facilities and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

**QUALITY ASSURANCE SURVEILLANCE PLAN  
FOR  
MAINTENANCE OF OIL WATER SEPARATORS,  
GREASE TRAPS, AND SEPTIC TANKS**

<b>Performance Objective</b>	<b>SOW Para</b>	<b>Performance Threshold</b>
<b>Clean and Maintain Oil/Water Separators, Grease Traps, and Septic Tanks.</b> Initial check documented. Document all safety hazards on all separators, traps, and tanks during inspections. Remove and properly dispose of non-hazardous oil, grease, and sludge. Clean all systems and fill with clean water as required. Ensure septic tanks are in good working order.	1.1. - 1.4.	No more than 3 customer complaint per service month.

**SURVEILLANCE:** The government quality assurance (QA) person will receive complaints from base personnel and pass them to the contractor's quality control inspector (QCI) for correction.

**STANDARD:** Customer complaints shall not exceed the thresholds cited above for each performance objective. The QA shall notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997) or the appropriate Inspection of Services clause, if any of the above performance objectives exceed the customer complaint thresholds.

**PROCEDURES:** Any base employee that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the QA and the QA will complete appropriate documentation to record the complaint. The QA will consider the customer complaint valid upon receipt from the customer. The QA should inform the customer of the approximate time the unacceptable performance will be corrected and advise the customer to contact the QA if not corrected. The QA will consider customer complaints as resolved unless notified otherwise by the customer. The QA shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. The QCI will be given two hours after verbal notification to correct the unacceptable performance. If the QCI disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the QCI will notify the QA. The QA will conduct an investigation to determine the validity of the complaint. If the QA determines the complaint as invalid, he will document the written complaint of the findings and notify the customer. The QA will retain the annotated copy of the written complaint for his/her files. If after investigation the QA determines the complaint as valid, the QA will inform the QCI and the QCI will be given an additional hour to correct the customer complaint. A customer complaint will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the QA, who will file the complaint for monitoring future recurring performance. Recurring customer complaints are

not permitted for any of the above service items. If a repeat customer complaint is received indicating the same deficiency during the service period (month, quarter, etc.), the QA should contact the Contracting Officer for appropriate action.

Performance Objective	SOW Para	Performance Threshold
<b>Emergency Service Calls.</b> Service calls handled promptly and all work completed as specified.	1.5.	No deficiencies permitted.

**SURVEILLANCE:** The QA will evaluate the services to ensure compliance with the task or delivery order.

**STANDARD:** The contractor shall satisfactorily perform all work required by the task or delivery order.

**PROCEDURES:** The QA will inspect all tasks required by the order to ensure contractor compliance with the task or delivery order. Inspection results will be recorded noting the date and time of inspection. If inspection indicates defective performance, notify the contract manager to document the defect. Contractor must correct the defect(s) within two hours after notification unless the QA permits a longer period based on the circumstances. The QA shall not certify satisfactory performance for the delivery order until all defects have been corrected. If contractor fails to correct the deficiencies, the QA shall notify the contracting officer for corrective action.

**GOVERNMENT COST ESTIMATE  
FOR  
OIL WATER SEPARATORS/GREASE TRAPS/SEPTIC TANKS  
MAINTENANCE SERVICES**

**NOTES:** DETERMINING A GOVERNMENT COST ESTIMATE FOR A SERVICE CONTRACT IS NOT A SIMPLE PROCESS. SINCE LABOR IS THE MAIN FACTOR OF COST IN A SERVICE CONTRACT; THE COSTS FOR THE SKILLS PERFORMING THE SERVICE WILL BE DRIVEN BY THE LOCAL LABOR RATES. THE DIFFICULTY LIES IN DEFINING THE SKILLS REQUIRED, AND THE SIZE OF THE CREW THAT WILL PERFORM THE SERVICE, AND THEN DETERMINING THE LOCAL LABOR RATE FOR THE PARTICULAR SKILL. MARKET RESEARCH INDICATES THAT MOST USERS OF THE SERVICE WOULD APPROXIMATE COSTS FROM SERVICE PROVIDERS. TO ASSIST YOU IN DETERMINING THE GOVERNMENT COST ESTIMATE FOR THIS SERVICE CONTRACT, WORKLOAD DRIVERS, HAVE BEEN DEFINED (SEE BELOW). YOU CAN ENTER THE QUANTITIES FROM YOUR BASE AND PROVIDE THIS INFORMATION TO SEVERAL SUGGESTED SOURCES IN YOUR LOCAL AREA. IN MOST CASES, THEY WILL PROVIDE YOU AN ESTIMATE FOR PERFORMING THE SERVICE. YOU CAN COMPARE THE ESTIMATES AND THEN SUBMIT YOUR ESTIMATE (GOVERNMENT ESTIMATE) BASED ON WHAT YOU FOUND IN THE LOCAL MARKET.

**ESTIMATED WORKLOAD DATA**

ITEM	NAME	ESTIMATED QUANTITY	
1	Clean and maintain oil/water separators	_____	gallons
2	Clean and maintain grease traps	_____	gallons
3	Clean and maintain septic tanks	_____	Gallon tanks
4	(LIST POTENTIAL HAZARDOUS MATERIAL TESTING AND POSSIBLE CALLS TO ENVIRONMENTAL)	_____	Each
5	Dispose of waste oil	_____	Dumps
6	Dispose of waste grease	_____	Dumps
7	Dispose of waste sludge	_____	Dumps
8	Excessive distance charges	_____	Miles

(NOTE: LIST INDIVIDUAL SYSTEMS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE)

**SUGGESTED  
BID SCHEDULE**

<b>CONTRACT LINE ITEM NO. (CLIN)</b>	<b><u>SUPPLIES/SERVICE</u></b>	<b><u>QTY</u></b>	<b><u>UNIT</u></b>	<b><u>UNIT PRICE</u></b>	<b><u>AMOUNT</u></b>
0001	NONPERSONAL SERVICES: Provide all supervision, personnel, equipment, transportation, material, and other items and services necessary to service, test, maintain, and clean Oil Water Separators, Grease Traps, and Septic Tanks at (INSERT NAME OF INSTALLATION) for the period (INSERT PERFORMANCE PERIOD) in accordance with the Statement of Work in Section C.				
0001AA	Clean and maintain oil/water separators, grease traps, and septic tanks.	12	MO	_____	_____
0001AB	Emergency service calls.	1	LS		_____*
<b>TOTAL CLIN 0001</b>					=====

\*Base inserts estimated amount to be used to reimburse for service calls.

**(THE BASE SHOULD DUPLICATE THE BID SCHEDULE FOR EACH OPTION YEAR. IT IS  
RECOMMENDED THAT A BASIC PLUS FOUR OPTION YEARS CONTRACT BE USED.)**